

HRCI PHR

HRCI HR PROFESSIONAL CERTIFICATION QUESTIONS & ANSWERS

Exam Summary – Syllabus – Questions

PHR

HRCI Professional in Human Resources (PHR)

175 Questions Exam – 500 / 700 Cut Score – Duration of 180 minutes

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Know Your PHR Certification Well:

The PHR is best suitable for candidates who want to gain knowledge in the HRCI Human Resources. Before you start your PHR preparation you may struggle to get all the crucial HR Professional materials like PHR syllabus, sample questions, study guide.

But don't worry the PHR PDF is here to help you prepare in a stress free manner.

The PDF is a combination of all your queries like-

- What is in the PHR syllabus?
- How many questions are there in the PHR exam?
- Which Practice test would help me to pass the PHR exam at the first attempt?

Passing the PHR exam makes you HRCI Professional in Human Resources (PHR). Having the HR Professional certification opens multiple opportunities for you. You can grab a new job, get a higher salary or simply get recognition within your current organization.

HRCI PHR HR Professional Certification Details:

Exam Name	HRCI Professional in Human Resources
Exam Code	PHR
Exam Fee	USD \$395
Application Fee	USD \$100
Exam Duration	180 Minutes
Number of Questions	175
Passing Score	500 / 700
Format	Multiple Choice Questions
Books / Trainings	Preparation
Schedule Exam	PROMETRIC
Sample Questions	HRCI HR Professional Exam Sample Questions and Answers
Practice Exam	HRCI Professional in Human Resources (PHR) Practice Test

PHR Syllabus:

Topics	Details	Weights
Business Management	<p>Responsibilities:</p> <ol style="list-style-type: none"> 1. Interpret and apply information related to general business environment and industry best practices 2. Reinforce the organization's core values, ethical and behavioral expectations through modeling, communication, and coaching 3. Understand the role of cross-functional stakeholders in the organization and establish relationships to influence decision making 4. Recommend and implement best practices to mitigate risk (for example: lawsuits, internal/external threats) 5. Determine the significance of data for recommending organizational strategies (for example: attrition rates, diversity in hiring, time to hire, time to fill, ROI, success of training) <p>Knowledge of:</p> <ol style="list-style-type: none"> 1. Vision, mission, values, and structure of the organization 2. Legislative and regulatory knowledge and procedures 3. Corporate governance procedures and compliance 4. Employee communications 5. Ethical and professional standards 6. Business elements of an organization (for example: other functions and departments, products, competition, customers, technology, demographics, culture, processes, safety and security) 7. Existing HRIS, reporting tools, and other systems for effective data reporting and analysis 8. Change management theory, methods, and application 9. Risk management 10. Qualitative and quantitative methods and tools for analytics 11. Dealing with situations that are uncertain, unclear, or chaotic 	20%
Talent Planning and Acquisition	<p>Responsibilities:</p> <ol style="list-style-type: none"> 1. Understand federal laws and organizational policies to adhere to legal and ethical requirements in hiring (for example: Title VII, nepotism, disparate impact, FLSA, independent contractors) 2. Develop and implement sourcing methods and techniques (for example: employee referrals, diversity groups, social media) 	16%

Topics	Details	Weights
	<p>3. Execute the talent acquisition lifecycle (for example: interviews, extending offers, background checks, negotiation).</p> <p>Knowledge of:</p> <ol style="list-style-type: none"> 1. Applicable federal laws and regulations related to talent planning and acquisition activities 2. Planning concepts and terms (for example: succession planning, forecasting) 3. Current market situation and talent pool availability 4. Staffing alternatives (for example: outsourcing, temporary employment) 5. Interviewing and selection techniques, concepts, and terms 6. Applicant tracking systems and/or methods 7. Impact of total rewards on recruitment and retention 8. Candidate/employee testing processes and procedures 9. Verbal and written offers/contract techniques 10. New hire employee orientation processes and procedures 11. Internal workforce assessments (for example: skills testing, workforce demographics, analysis) 12. Transition techniques for corporate restructuring, mergers and acquisitions, due diligence process, offshoring, and divestitures 13. Metrics to assess past and future staffing effectiveness (for example: cost per hire, selection ratios, adverse impact) 	
Learning and Development	<p>Responsibilities:</p> <ol style="list-style-type: none"> 1. Provide consultation to managers and employees on professional growth and development opportunities 2. Implement and evaluate career development and training programs (for example: career pathing, management training, mentorship) 3. Contribute to succession planning discussions with management by providing relevant data <p>Knowledge of:</p> <ol style="list-style-type: none"> 1. Applicable federal laws and regulations related to learning and development activities 2. Learning and development theories and applications 3. Training program facilitation, techniques, and delivery 4. Adult learning processes 	10%

Topics	Details	Weights
	<ol style="list-style-type: none"> 5. Instructional design principles and processes (for example: needs analysis, process flow mapping) 6. Techniques to assess training program effectiveness, including use of applicable metrics 7. Organizational development (OD) methods, motivation methods, and problem-solving techniques 8. Task/process analysis 9. Coaching and mentoring techniques 10. Employee retention concepts and applications 11. Techniques to encourage creativity and innovation 	
Total Rewards	<p>Responsibilities:</p> <ol style="list-style-type: none"> 1. Manage compensation-related information and support payroll issue resolution 2. Implement and promote awareness of non-cash rewards (for example: paid volunteer time, tuition assistance, workplace amenities, and employee recognition programs) 3. Implement benefit programs (for example: health plan, retirement plan, employee assistance plan, other insurance) 4. Administer federally compliant compensation and benefit programs <p>Knowledge of:</p> <ol style="list-style-type: none"> 1. Applicable federal laws and regulations related to total rewards 2. Compensation policies, processes, and analysis 3. Budgeting, payroll, and accounting practices related to compensation and benefits 4. Job analysis and evaluation concepts and methods 5. Job pricing and pay structures 6. Non-cash compensation 7. Methods to align and benchmark compensation and benefits 8. Benefits programs policies, processes, and analysis 	15%
Employee and Labor Relations	<p>Responsibilities:</p> <ol style="list-style-type: none"> 1. Analyze functional effectiveness at each stage of the employee lifecycle (for example: hiring, onboarding, development, retention, exit process, alumni program) and identify alternate approaches as needed 2. Collect, analyze, summarize, and communicate employee engagement data 3. Understand organizational culture, theories, and practices; identify opportunities and make recommendations 	39%

Topics	Details	Weights
	<ol style="list-style-type: none"> 4. Understand and apply knowledge of programs, federal laws, and regulations to promote outreach, diversity and inclusion (for example: affirmative action, employee resource groups, community outreach, corporate responsibility) 5. Implement and support workplace programs relative to health, safety, security, and privacy following federal laws and regulations (for example: OSHA, workers' compensation, emergency response, workplace violence, substance abuse, legal postings) 6. Promote organizational policies and procedures (for example: employee handbook, SOPs, time and attendance, expenses) 7. Manage complaints or concerns involving employment practices, behavior, or working conditions, and escalate by providing information to appropriate stakeholders 8. Promote techniques and tools for facilitating positive employee and labor relations with knowledge of applicable federal laws affecting union and nonunion workplaces (for example: dispute/conflict resolution, anti-discrimination policies, sexual harassment) 9. Support and consult with management in performance management process (for example: employee reviews, promotions, recognition programs) 10. Support performance activities (for example: coaching, performance improvement plans, involuntary separations) and employment activities (for example: job eliminations, reductions in force) by managing corresponding legal risks <p>Knowledge of:</p> <ol style="list-style-type: none"> 1. General employee relations activities and analysis (for example, conducting investigations, researching grievances, working conditions, reports, etc.) 2. Applicable federal laws and procedures affecting employment, labor relations, safety, and security 3. Human relations, culture and values concepts, and applications to employees and organizations 4. Review and analysis process for assessing employee attitudes, opinions, and satisfaction 5. Diversity and inclusion 6. Recordkeeping requirements 7. Occupational injury and illness prevention techniques 8. Workplace safety and security risks 9. Emergency response, business continuity, and disaster recovery process 	

Topics	Details	Weights
	10. Internal investigation, monitoring, and surveillance techniques 11. Data security and privacy 12. The collective bargaining process, terms, and concepts (for example: contract negotiation, costing, administration) 13. Performance management process, procedures, and analysis 14. Termination approaches, concepts, and terms	

HRCI PHR Sample Questions:

Question: 1

Which of the following two benefits are taxable?

- a) Disability benefits when employer pays the premium
- b) Employee-paid disability benefits when purchased with after-tax dollars
- c) Base pay
- d) Work-related company vehicle use

Answer: a, c

Question: 2

During a training session, a colleague says, “This is really similar to the software I developed at XYZ company ten years ago.”

Which principle of Malcolm Knowles’ adult learning theory is best expressed by this statement?

- a) Relevancy
- b) Self-direction
- c) Adult learner experience
- d) Mutual respect

Answer: c

Question: 3

Which is not one of the leadership practices that Kouzes and Posner identify for effective leadership?

- a) Enable
- b) Persuade
- c) Model
- d) Encourage

Answer: b

Question: 4

In calculating regular wages, in what situations must the accounting manager pay all nonexempt employees?

- a) The employee arrives to work an hour early in an effort to beat the traffic.
- b) Commuting time to and from the office.
- c) Pay wages 8–9 a.m. (shift starts at 10 a.m.) due to time spent waiting to hear whether the company will be open due to a snow storm.
- d) Pay wages 8–9 a.m. (shift starts at 8 a.m.) due to time spent waiting for the product to arrive to be able to inspect it.

Answer: d**Question: 5**

Besides the monetary investment made in an employee, what is the greatest drawback of employee turnover?

- a) Loss of knowledge, skills, and abilities.
- b) New employees will need to be hired, causing a burden to the HR department.
- c) The loss of that employee will impact the morale of the whole team.
- d) New employees will need more intense supervision, therefore causing additional time and resources for the organization.

Answer: a**Question: 6**

The process that systematically surveys and interprets relevant and external data about the economy, government, laws, and demographic factors to identify external opportunities and threats is called what?

- a) Human resource audit
- b) Environmental scanning
- c) Employee engagement survey
- d) Equal employment opportunity (EEO) analysis

Answer: b**Question: 7**

What HR data must be carefully accounted in order for public companies to comply with the Sarbanes-Oxley Act?

- a) Number of applicants
- b) Labor supply and demand
- c) Salaries, training costs, and paid time off
- d) Number of open enrollment participants

Answer: c**Question: 8**

Which two fields in applicant tracking systems should not be shared with hiring managers?

- a) Applicant's age
- b) Applicant's self-identification of race and sex
- c) Applicant's desired compensation
- d) Applicant's self-identification of disabled and veteran status

Answer: b, d

Question: 9

Is it possible for employment policies (as laid out in the employee handbook) to take precedence over union contracts?

- a) If there is a conflict between the union contract and the employer's policies, the contract will always win.
- b) If a conflict arises, then the policy will always prevail.
- c) Whenever there are different provisions in a union contract and employer policy, the differences must be arbitrated to resolution.
- d) It is up to the manager of the unit involved to determine which will be applied in a given situation.

Answer: a

Question: 10

Which of the following best describes individuals who may have the qualifications for a job but are not actively looking for job opportunities?

- a) A manager
- b) Passive candidates
- c) An employee
- d) Active candidates

Answer: b

Study Guide to Crack HRCI HR Professional PHR Exam:

- Getting details of the PHR syllabus, is the first step of a study plan. This pdf is going to be of ultimate help. Completion of the syllabus is must to pass the PHR exam.
- Making a schedule is vital. A structured method of preparation leads to success. A candidate must plan his schedule and follow it rigorously to attain success.
- Joining the HRCI provided training for PHR exam could be of much help. If there is specific training for the exam, you can discover it from the link above.
- Read from the PHR sample questions to gain your idea about the actual exam questions. In this PDF useful sample questions are provided to make your exam preparation easy.
- Practicing on PHR practice tests is must. Continuous practice will make you an expert in all syllabus areas.

Reliable Online Practice Test for PHR Certification

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